

Managing Violence and Aggression at Work

Description

Where it has been identified that workers may come into contact with individuals who exhibit violent or aggressive behaviour, this course is ideal to equip students with the knowledge, skills and confidence to use de-escalation and breakaway techniques which can be adapted to deal with violent situations.

Duration

A 12-hour course that is spread over at least 2 days. Ideally, the course should be run over 2 consecutive days, but Caledonia Training has the flexibility to accommodate your specific needs if you so desire.

Syllabus

A wide range of subjects is covered including:

Anticipating & preventing aggression

Legal issues

Risk assessment

Anticipating & preventing violence

Effective communication

Breakaway techniques

Debriefing of staff and service users

Certification

The course tutor is a Member of the Institute of Conflict Management (ICM) and operates to the ICM Code of Practice. Subject to assessment, all participants will be issued with a Certificate of Competence, which is valid for 1 year.

Numbers

A maximum of 10 students can be accommodated on this course and must be aged a minimum of 18 years or above. In addition to this, they must be in good physical health.

Location

If the premises are suitable, it may be possible to deliver this course on the client's site, or within Caledonia's Training and Development Centre if preferred.